



# Results of the 2002 Spouse Quality of Life Survey

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***Achieving Human Resource Solutions Through Innovative Research***

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# Background

NPRST

- **47% of Navy personnel are married**  
61% of Officers; 44% of Enlisted
- **2000 Navy Personnel Survey (NPS) Survey and other studies indicate that spouses are a major factor in members' reenlistment decisions**
- **Navy offers a variety of programs/services that impact spouses' quality of life (QOL):**
  - Healthcare                      Childcare
  - Leisure/Recreation      Spouse Employment Center
  - Housing                        PCS Moves
- **Assessment of Navy spouse QOL needed to determine satisfaction with major life areas and how this impacts spouse encouragement of Navy members' career**

**First assessment of Navy spouse QOL**

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# Approach: Quality of Life Areas Investigated

**NPRST**



Personal Life Domains	Navy Life Domains	Awareness of Navy Programs &	Encouragement of Reenlistmen
<ul style="list-style-type: none"> <li>➤ <b>Personal Development</b></li> <li>➤ <b>Family Relationships</b> (Friends, Relatives, Marriage, Children)</li> <li>➤ <b>Job &amp; Career Satisfaction</b></li> <li>➤ <b>Spiritual Well-Being</b></li> </ul>	<ul style="list-style-type: none"> <li>➤ <b>Residence &amp; Neighborhood</b></li> <li>➤ <b>Leisure &amp; Recreation</b></li> <li>➤ <b>Military Life</b></li> <li>➤ <b>Healthcare</b></li> <li>➤ <b>Standard of Living</b></li> </ul>	<ul style="list-style-type: none"> <li>➤ <b>Includes:</b> <i>Chaplain's Service</i> <i>Childcare</i> <i>Children's Programs</i> <i>Commissary</i> <i>Fleet &amp; Family Spt</i> <i>Fitness Centers</i> <i>Navy College Pgm</i> <i>Ombudsman Pgm</i> <i>Relocator Assistance</i> <i>Spouse Employment</i> <i>Teen Pgms, etc.</i></li> </ul>	<ul style="list-style-type: none"> <li>➤ <b><i>Impact of each Personal and Navy Life area on spouse decision to encourage member to reenlist.</i></b></li> </ul>

# Survey Sample Characteristics



**NPRST**

**Survey Administration Timeframe: July to December 2002**

**Eligible Survey Sample: 9,510**

**Eligible Surveys Returned: 2,898**

**Response Rate: 31%**

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**The following comparisons will be presented:**

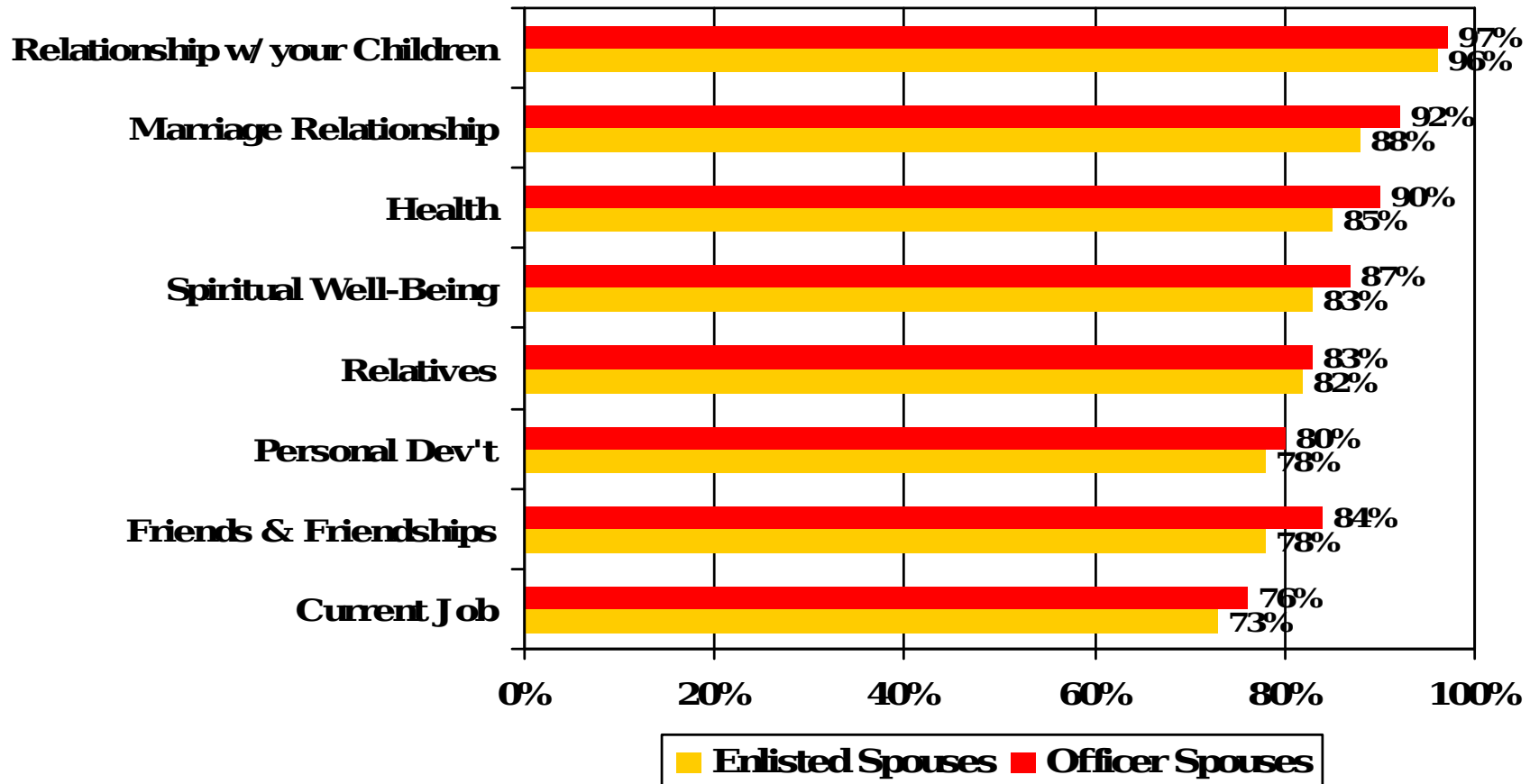
**Officer vs Enlisted spouses**

**Officer vs Enlisted spouses vs Military spouses**

**Unless otherwise indicated, data presented reflects non-military spouse responses. Military spouse responses are only presented when compared to non-military spouse responses.**

# Overall Satisfaction with Personal Life Domains

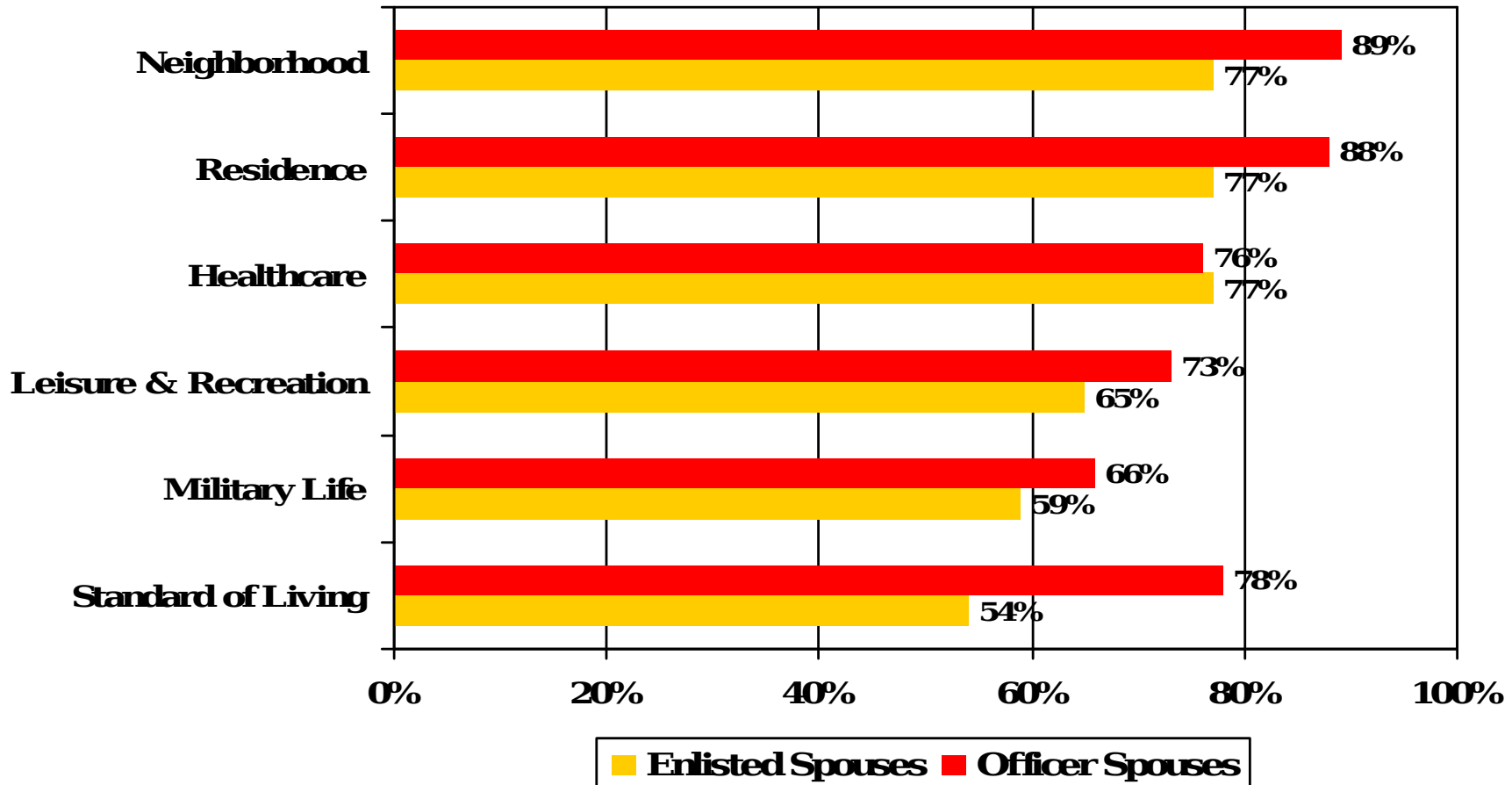
NPRST



2002 SQOL: Items 78 a - o

# Overall Satisfaction with Navy Life Domains

NPRST



# Job & Career Satisfaction: Spouse Employment Status

NPRST

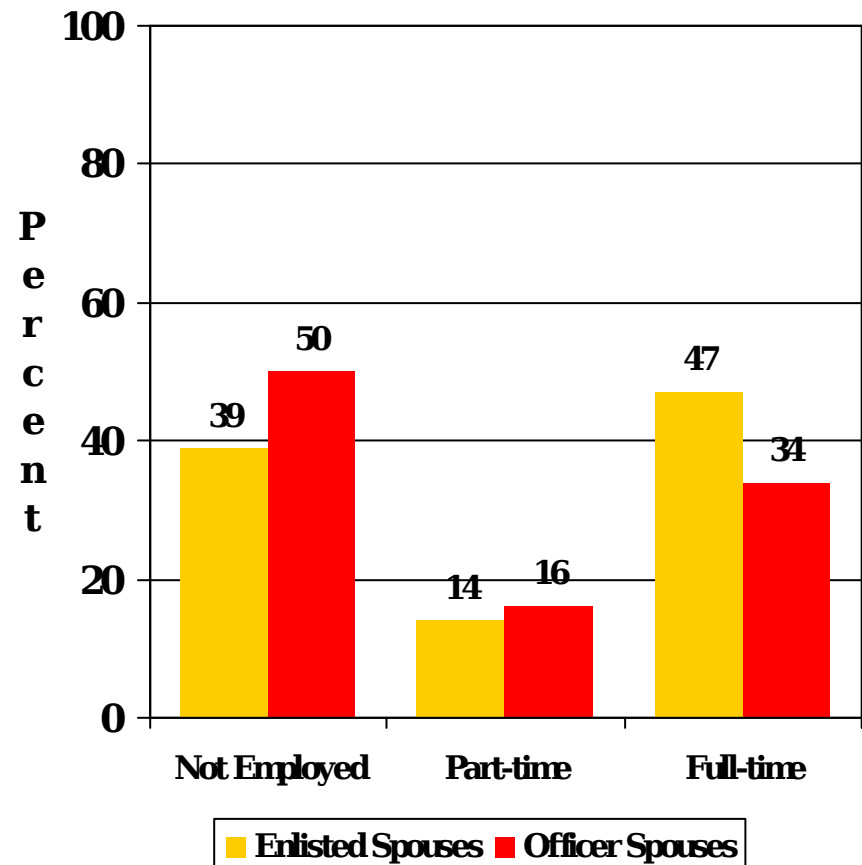
- **61% of enlisted spouses and 50% of officer spouses were employed.**

- Most were employed in civilian-sector jobs.

- Less than 10% of spouses reported that they were currently looking for a job.

- Most common ways of finding the current job were by contacting employer, friend or relative, and newspaper.

**Spouse Employment Status**



# Job & Career Satisfaction

**NPRST**

## Type of Spouse Employment

Civilian job	51	44
Active Duty / Reserves	10	6
Not employed (By Choice)	26	41
Not employed (Job Hunting)	6	5
Not employed (Retired/Oth)	7	4

## How Spouse found Current Job

	Enlisted Officer	
Contacted employer directly	40	32
Info from friend/relative	25	21
Newspaper	22	18
Civilian/Private Employment		
Agency	7	4
Contact made from volunteer		
work	5	5
Ad on the Internet	5	8
Navy Spouse Employment		
Assistance Program	3	2
Job Fair	2	3
Job Bank	2	0
State Employment Service	1	1
Other	16	18



# Family Relationships: Children

NPRST

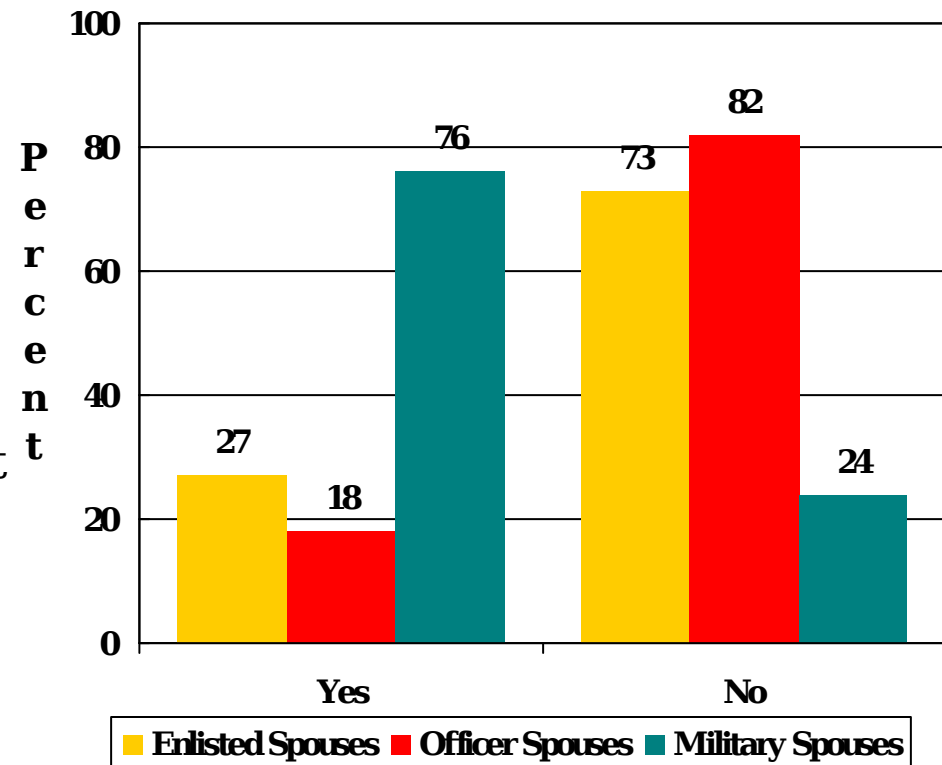
- **74% of Enlisted spouses and 75% of Officer spouses reported having at least one child in the home under the age of 21.**

- 27% of Enlisted spouses and 18% of Officer spouses stated that their children were in childcare. Military spouses were more likely to report that their children were in childcare.

- Most frequently used childcare arrangements were private facility, military CDC and a friend.

2002 SQOL: Items 49-55

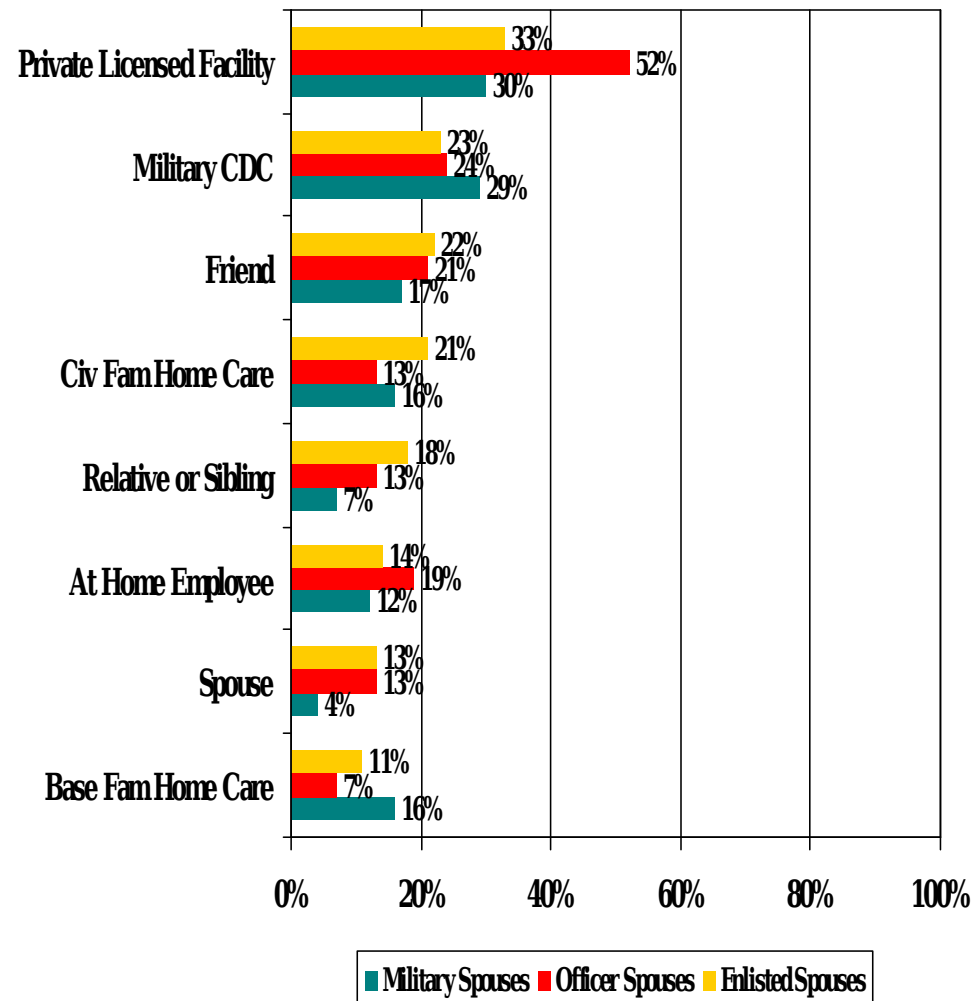
## Children Currently in Childcare?



# Family Relationships: Children

NPRST

	Enlisted	Officer
<b>Type of Childcare regularly utilized:</b>		
Private Licensed Facility 52		33
Military CDC 24		23
Friend 22		21
Civilian Family Home Care 13		21
Relative or Older Sibling 13		18
At Home Employee 14		19
Base Family Home Care 7		11
<b>**Multiple responses allowed.</b>		
<b>Satisfaction with:</b>		
Childcare Quality 88	88	88
Overall Quality of Child's Education 88		87



# Healthcare

NPRST

**Officer and Enlisted spouses were satisfied with the Healthcare received in the Navy.**

Most receive medical care from a military provider and dental care from a civilian provider.

84% of Officer and 83% of Enlisted spouses were enrolled in TRICARE Prime.

While TRICARE users were satisfied with the medical care received, less satisfied with aspects of customer service.

2002 SQOL: Items 9 - 12

## TRICARE Benchmarks

	Enlisted	
Quality of TRICARE providers	78	76
Access to healthcare	76	73
TRICARE customer service	67	60
Claims processed in timely manner	65	62
Accuracy of processed claims	65	62
Access to specialty care	63	58
Overall satisfaction - TRICARE	65	70

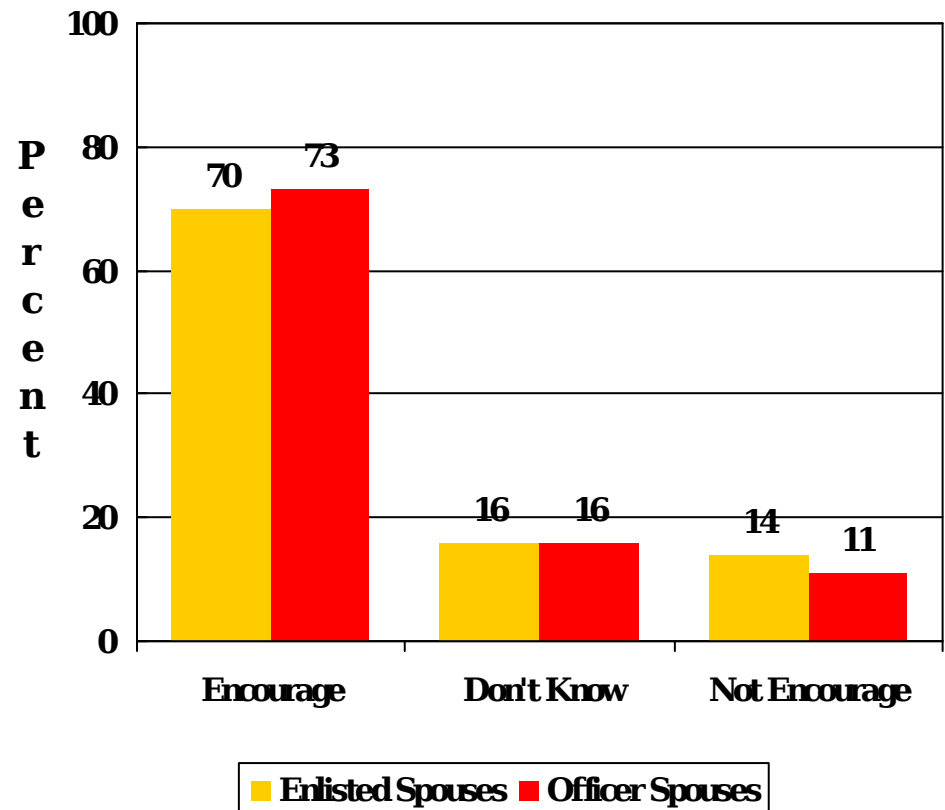
# Military Life

NPRST

**Spouses were less satisfied with Military Life than other aspects of QOL.**

Despite dissatisfaction, most spouses report that they plan to encourage member to reenlist, both at next decision and until member is eligible for retirement.

**Encourage Member to Stay in the Navy until Retirement?**

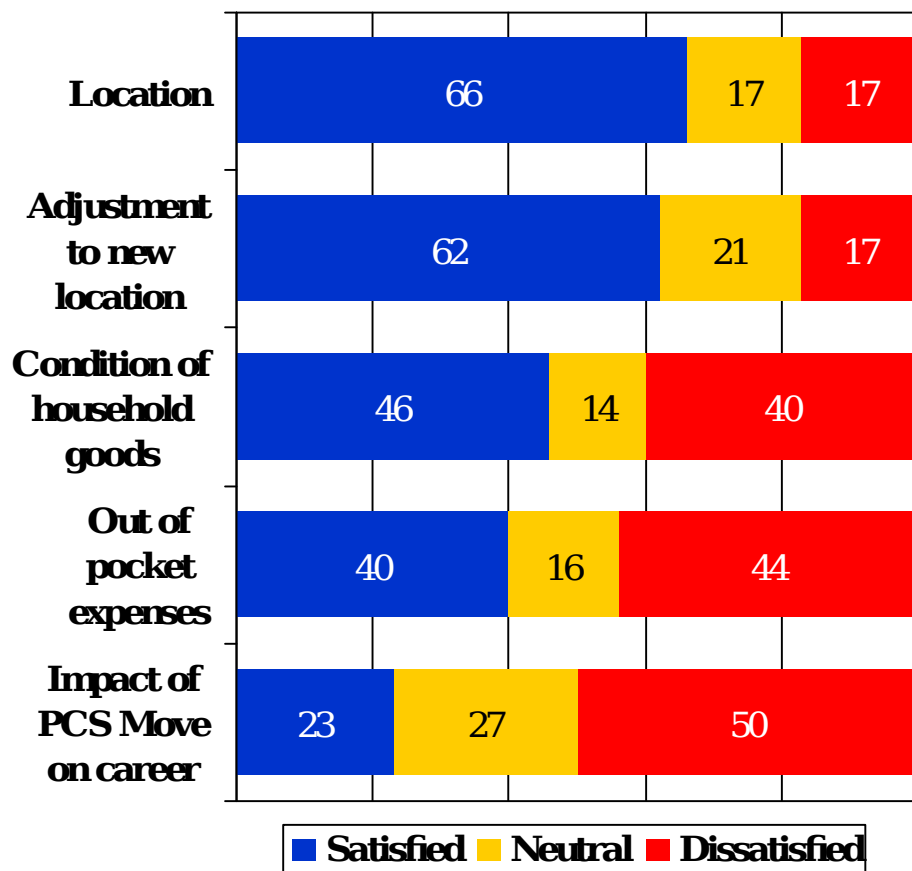


2002 SQOL:  
Item 36

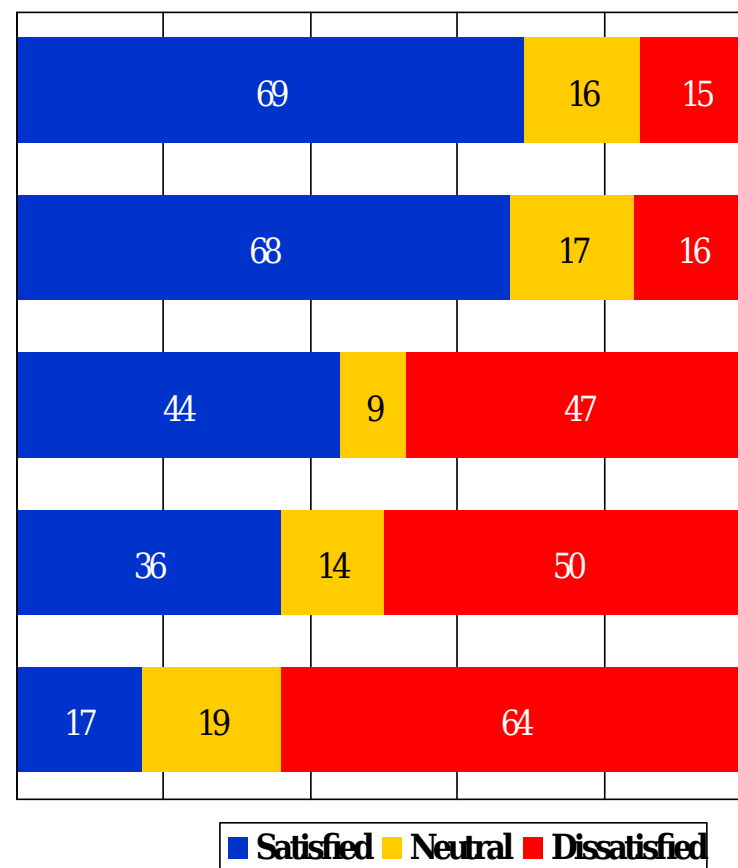
# Military Life: PCS Moves

NPRST

## Enlisted Spouses



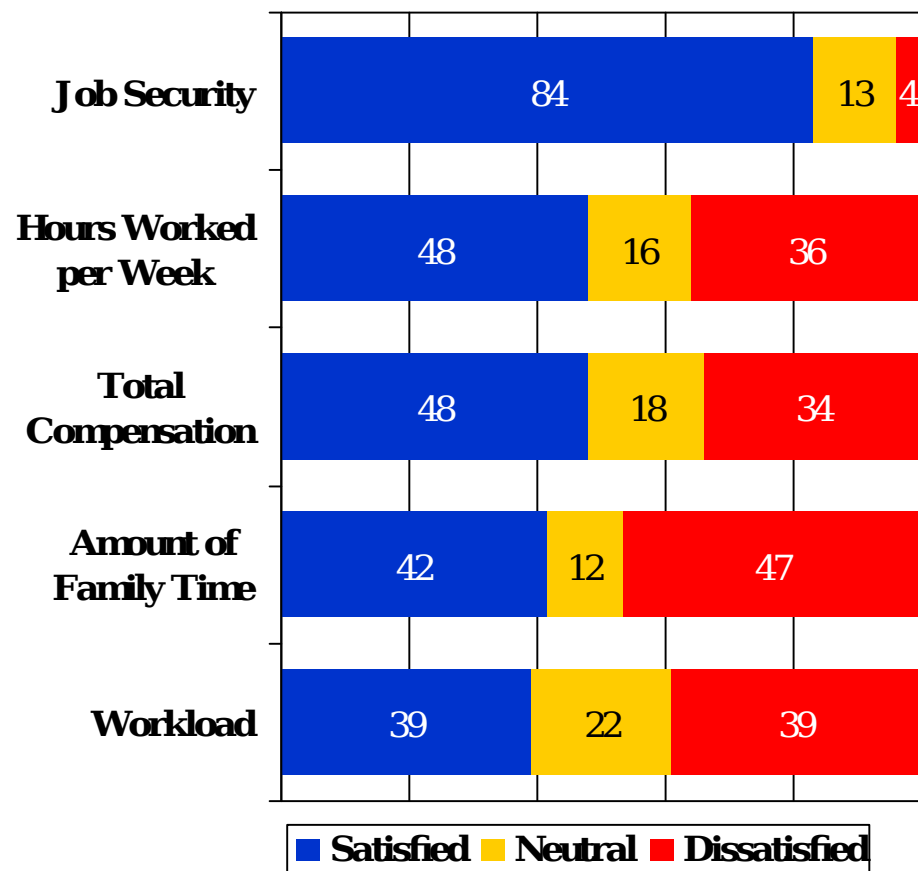
## Officer Spouses



# Military Life: Member's Career

NPRST

## Enlisted Spouses

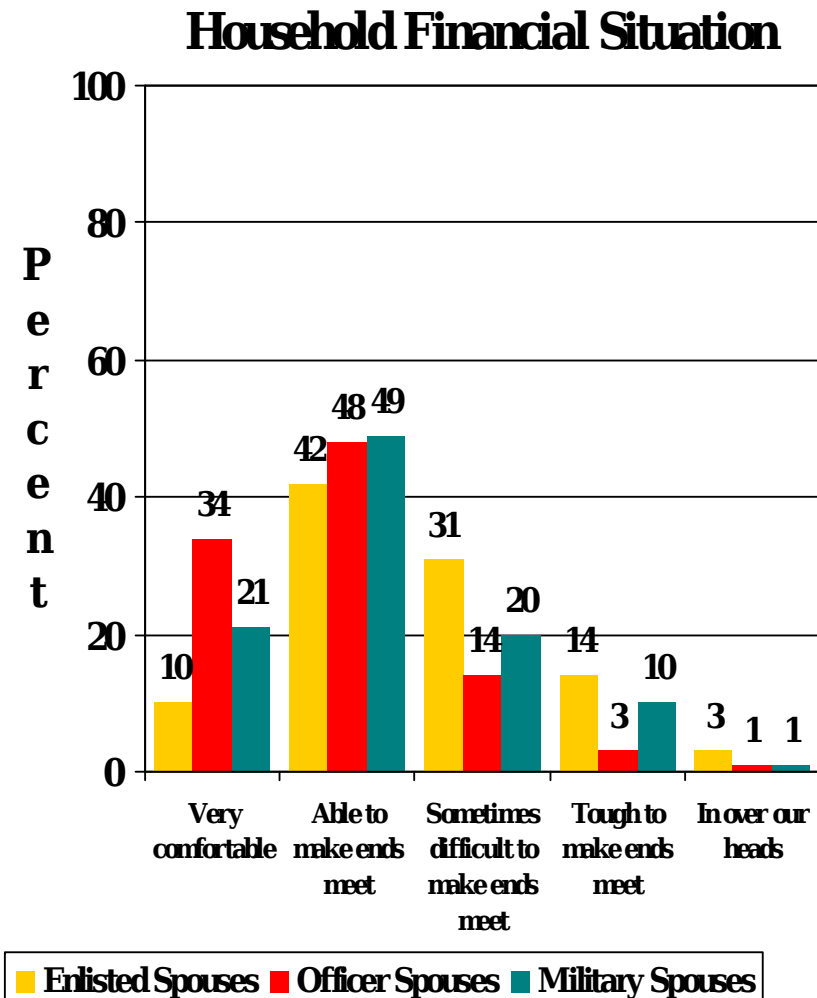
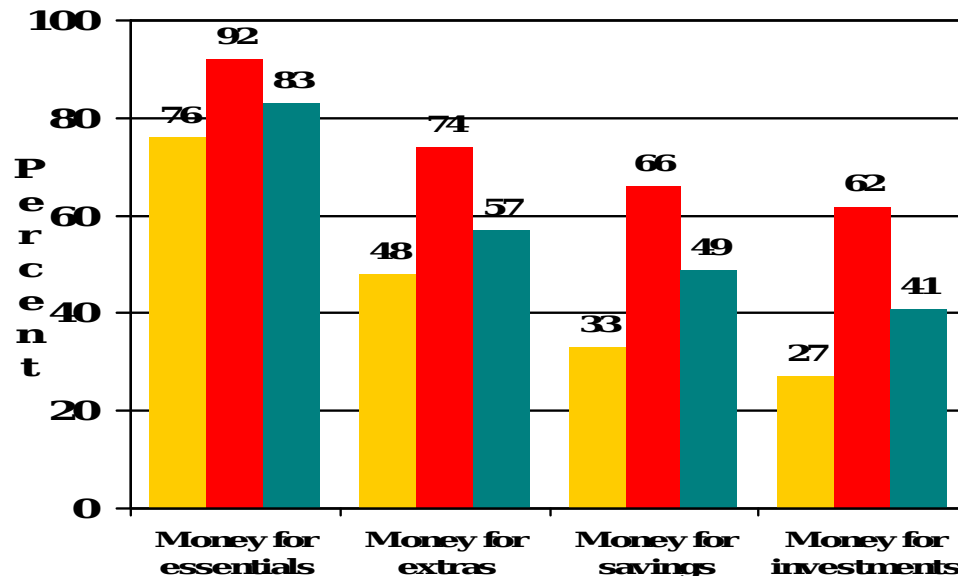


## Officer Spouses



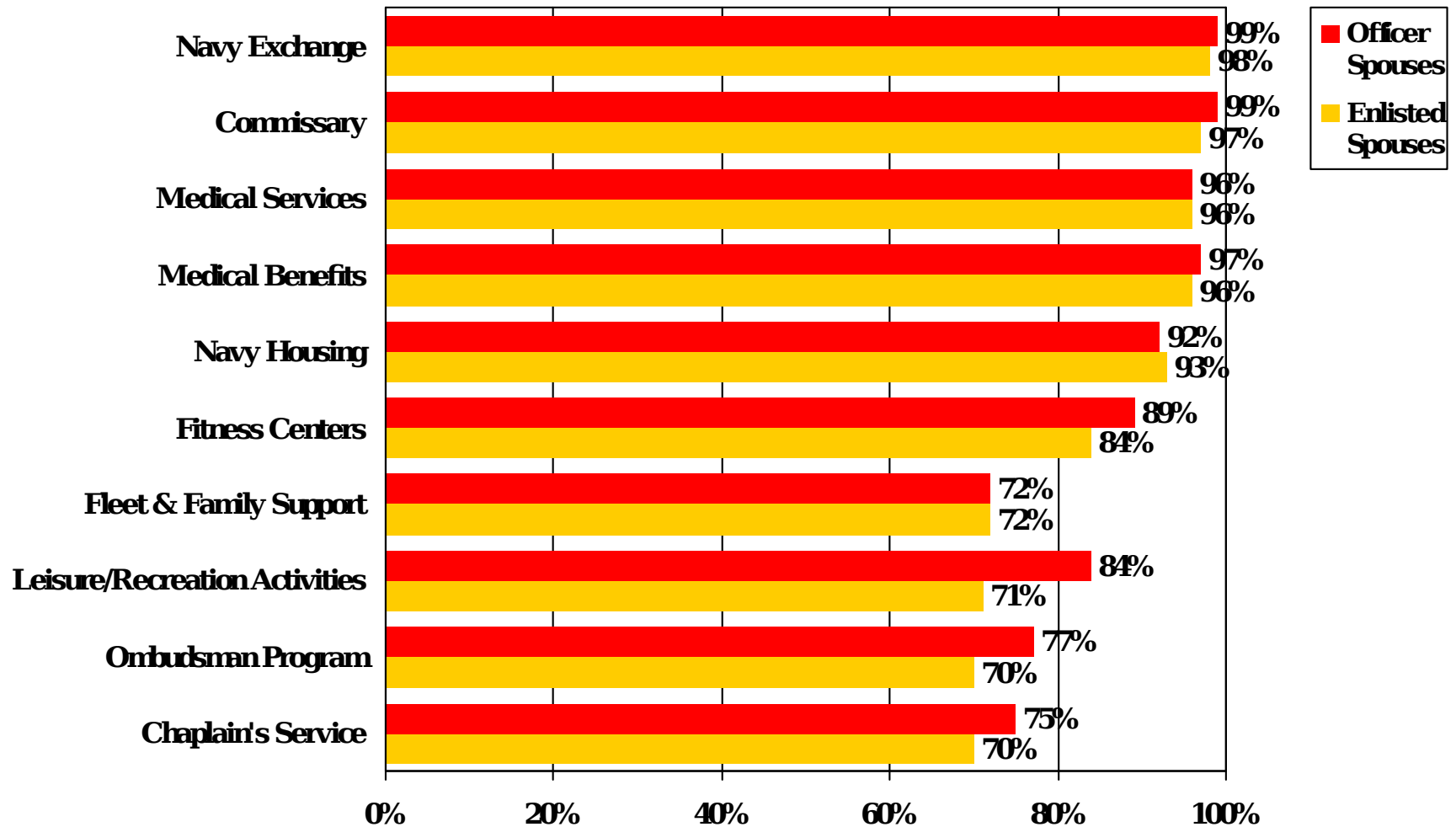
# Standard of Living/Income

- Majority of spouses were satisfied with money for essentials; enlisted spouses were less satisfied with money available for other expenses.
- Most spouses report that they are financially comfortable or able to make ends meet.



# Awareness of Navy Programs & Services

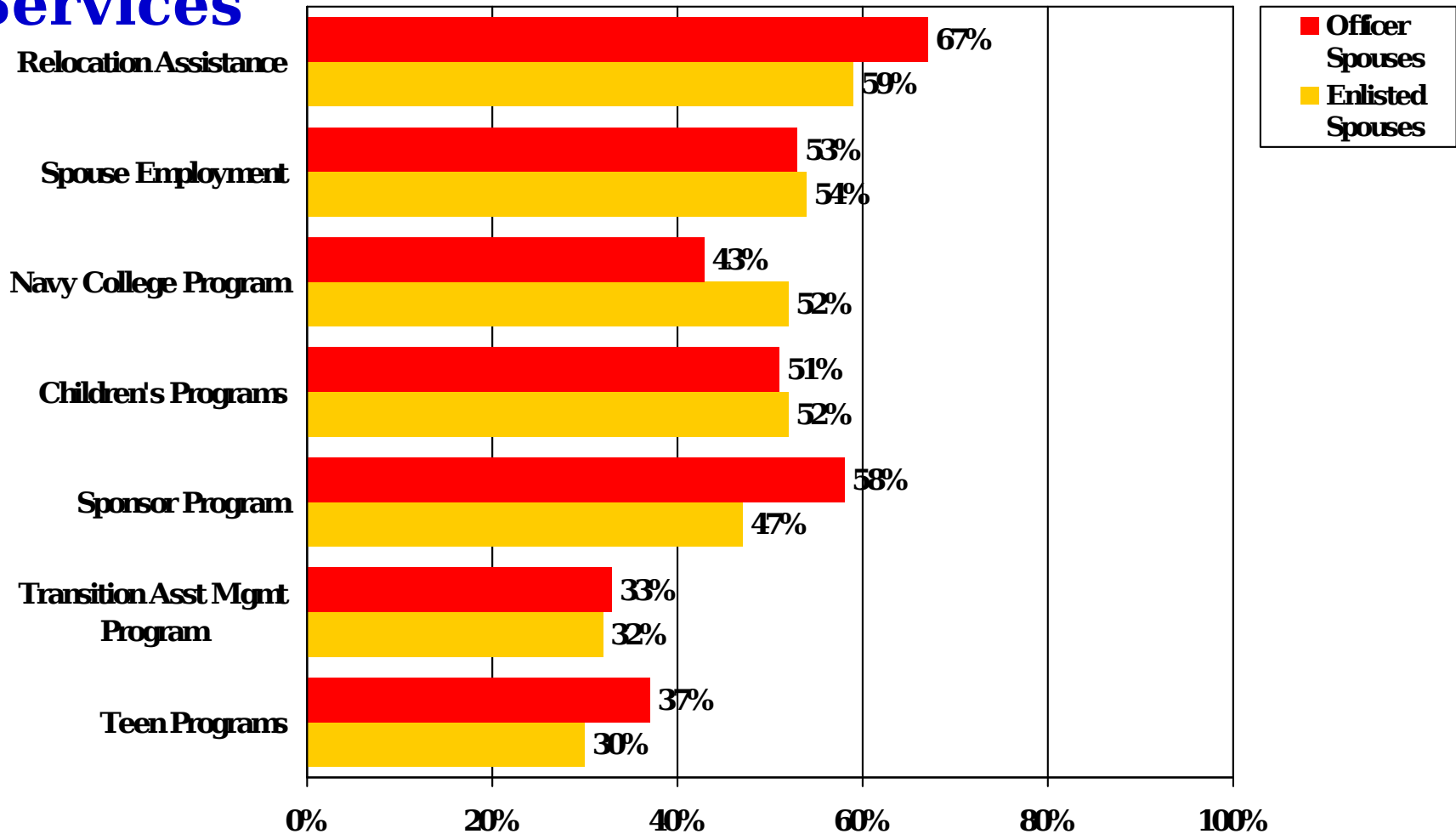
## Most Recognized Programs & Services





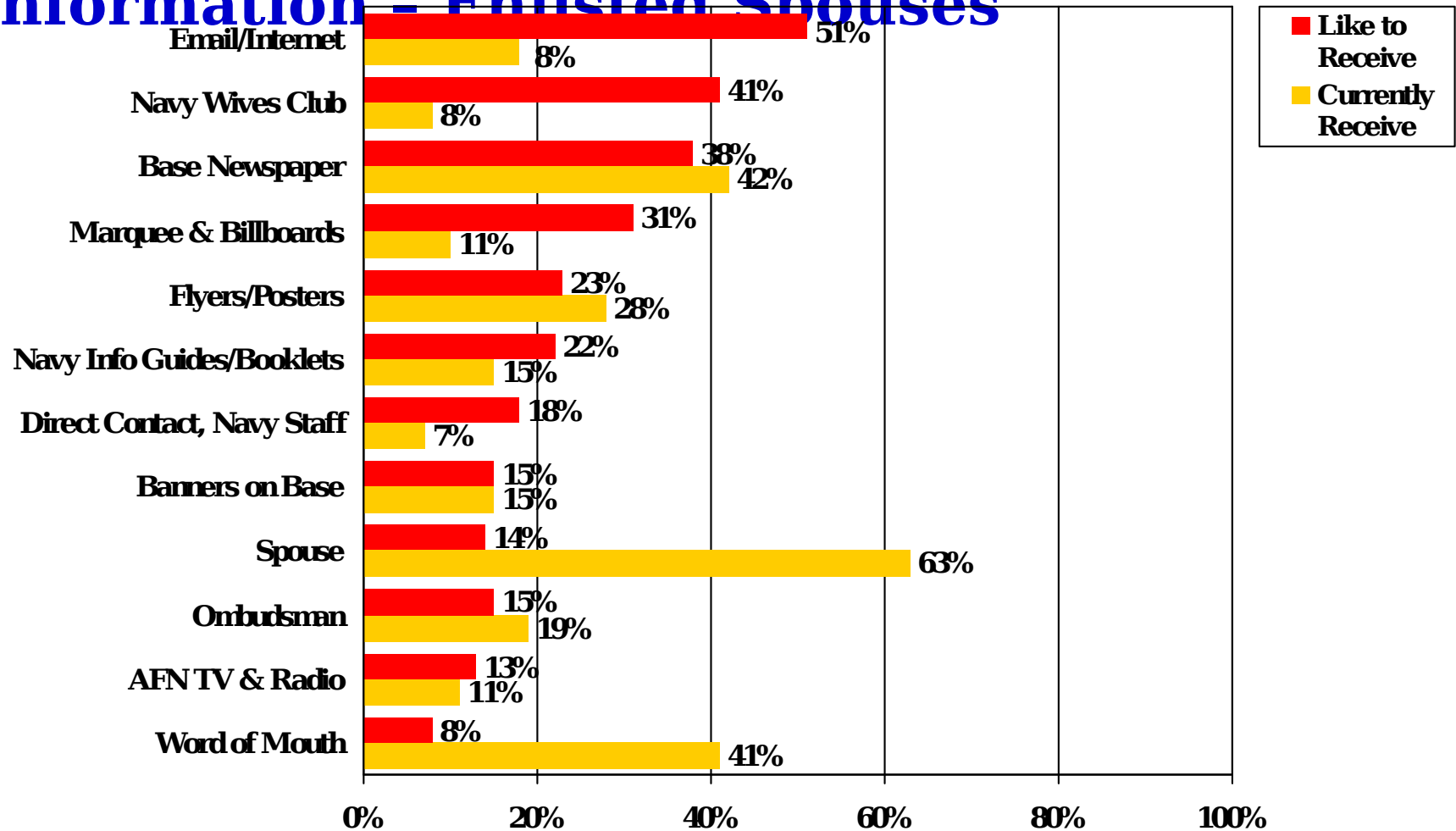
# Awareness of Navy Programs & Services

## Least Recognized Navy Programs & Services



# Like to Receive vs. Currently Receive Navy

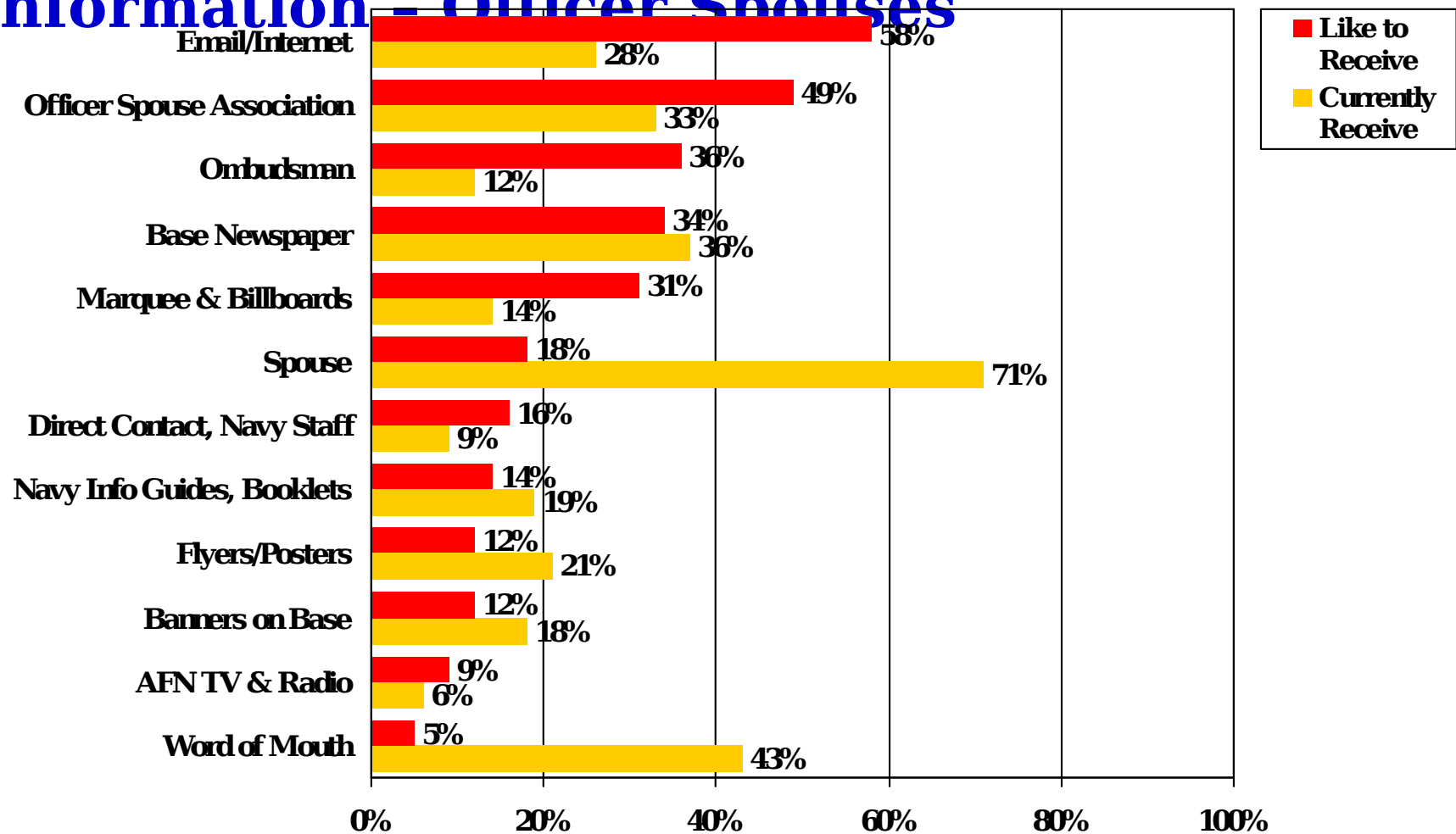
## Information - Enlisted Spouses



2002 SQOL: Items 61, 62

Percent "Yes"  
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# Like to Receive vs. Currently Receive Navy Information - Officer Spouses



# Summary

**NPRST**



- **Navy spouses are satisfied with most QOL domains**
- **Navy spouses are aware of many Navy programs and services**
- **Majority of spouses plan to encourage members to reenlist**
- **Spouses very satisfied with the job security provided by Navy**
- **Similar to members, spouses were least satisfied with standard of living and aspects of military life**
- **While satisfied with TRICARE medical care provided, spouses were less satisfied with TRICARE customer service and access to specialty healthcare.**